## Unscheduled Delivery - Cylinder Exchange

Last Modified on 02/11/2025 1:37 pm EST

Selecting **Unscheduled Delivery** gives the ability to deliver to any customer in the database rather than just the customers selected for a schedule.



Select Unscheduled Delivery from the Delivery Menu to advance to the Customer screen.

Cho	ose Search Criter	ia ⊚Cu	istomer	Tank	Search		
Customer# 13 HANSEN,ALLY Phone (780)78 Limit \$ Current Past Due	4-7785 500.00 \$0.00 \$0.00 Budget \$0.00	Serial# 7SE0653	Type 329 P	Tank Name 500-HOUSE		Size	^
Terms Due th	e 15th			Other Info			¥
Delivery Address Customer Type	951 Johnnie Village MONTROSE, SD PROPANE BUDGET	RESIDEI	Update% Directions	Product LP GAS Price \$1.6500 Route DANVIL	HEATING		
Delivery Type Last Delivery	JULIAN 0.00 01/09/24		History Hold	Location DANVILI Reg Cd	E		
K-Factor Leak Test	0.00 Daily Use	0.00	Contracts Call In	Misc. Sale Split	alculator egulators	Notes Meter Rd	
Gas Check	t first		Juin	Start Delive	ery 0 Modify	Back	INS

Search for customer by Customer Name or Customer# and select **Tanks** to view the *Tank* screen. Select **Misc. Sale** to advance to the *Delivery/Invoice* screen.

Customer# 130000	Additional	Info			
HANSEN,ALLY	Special Instructions				
Serial# 7SE065329					
Cyl Onsite 0	Directions				
Opt Qty 0 Tank Type PROPANE					
Product 9000 CYLINDER EXCHANGE	Call In Comment				
PO#					
Price 0.0000 Line Amount 0.0000					
Type Tank Name Qty	PU Full	Sub-Total	\$0.00		
P 500-HOUSE 0	0 0 🕅	Total Tax	\$0.00		
		Invoice Total	\$0.00		
		Remove	Add		
		Remove Tax	Payment		
	×	Back	Discount		
	V	Finalize Invoice			

Once on the *Delivery/Invoice* screen there is an option to enter the number of cylinders dropped off, number picked up, and number picked up full (full cylinders that are picked up will credit the invoice for the amount per cylinder). Additionally, modify the price of the product and enter a PO#. **Note:** If the delivery was made against a contract, the price cannot be modified.

Customer# 130000	Additional Info			
HANSEN,ALLY	Special Instructions			
Serial# 7SE065329				
Cyl Onsite 0	Directions			
Opt Qty 0				
Tank Type PROPANE	Call In Comment			
Product 9000 CYLINDER EXCHANGE				
Choose				
PO#				
Price 0.0000 Line Amount 0.0000				
Type Tank Name Qty	PU Full	Sub-Total	\$0.00	
P 500-HOUSE 0	2 2 🏠	Total Tax	\$0.00	
		Invoice Total	\$0.00	
		Remove	Add	
		Remove Tax	Payment	
	v	Back	Discount	
	V	Finalize Invoice		

- **Choose** Modify the product being sold. If the product is listed incorrectly, tap**Choose** and select from a list of available products.
- **Remove** Remove items from the Invoice. Only non-pumpable items can be removed from an Invoice. If a pumpable item is highlighted, the **Remove** button will not be active.
- **Discount** Review Discount if applicable and adjust as necessary.
- **Remove Tax** Remove all taxes from the Invoice. This is not on a per line item basis it is for the entire Invoice. Once the taxes have been removed, they cannot be re-added.
- Payment Enter a payment from the customer. Reference the Payment article for more on entering

payments in EnergyTrack.

- Add Add a non-pumpable item to the Invoice. Once Add is selected, tap Choose to select the item needing added to the invoice. Then enter a *Quantity* and *Price* for the item.
- Finalize Invoice Finalize the Invoice. A prompt will display for a Signature (if required) and then for a number of invoices to print. If a payment was taken while on the *Invoice* screen, there will also be a prompt for the number of receipts to print.